

OFFICE FILE  
ILLINOIS COMMERCE COMMISSION  
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For Commission Use Only:  
Case: 03-0727

# FORMAL COMPLAINT

2003 NOV 21 P Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701  
CHIEF CLERK'S OFFICE

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Linda K. Fry

Against (Utility name): Commonwealth Edison

As to (Reason for complaint) Continued refusal to call one day prior to meter reading  
This was done for over two years, then it ceased. This agreement is  
still on record / file with the Meter Reading Department.  
in Steger Illinois.

## TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3515 Carpenter Street, Steger, IL 60475

The service address that I am complaining about is 3515 Carpenter Street, Steger, IL 60475

My home telephone is (708) 709-0215

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 534-1045

(Full name of utility company) Commonwealth Edison (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- 1) Continued Requests for COMED to resume prior arrangement to read meter are Not Honored. They send letters to homeowner because they can't read the meter. It is accessible if they call the day before.
- 2) Meter Readings are continually estimated. While on the Budget Plan readings were over-estimated for several years. Readings were in the "thousands" not "hundreds". Meter was checked by Technicians several times at Customer Request. Meter worked fine. Readings over estimated.
- 3) COMED Refuses to honor Agreement / Request by Homeowner to call one day prior to meter reading to have Homeowner open door to allow Meter Reader Access to "read" Meter. DO NOT WANT ESTIMATED BILLS!

Please clearly state what you want the Commission to do in this case: Have COMED resume the day before phone call to read the meter so it can be an actual read - not an estimate. Or, have COMED pay to move the meter outside the house for their access. This was a pre-existing condition prior to the purchase of the home.

Date: NOV 18 2003  
(Month, day, year)

Complainant's Signature Linda K. Fry

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

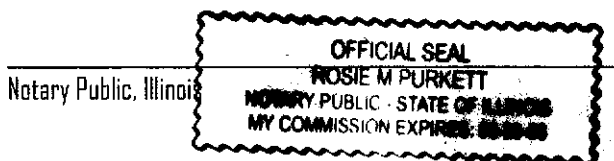
A notary public must witness the completion of this part of the form.

I, Rosie M. Purkett, first being duly sworn, say that I have read the above petition and know what it says.

The contents of this petition are true to the best of my knowledge.

(Signature) Rosie M. Purkett

Subscribed and sworn/affirmed to before me on (month, day, year) 11/18/03



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.